

**Board Report**

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**File #:** 2018-0290, **File Type:** Informational Report**Agenda Number:** 34.

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**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE  
JUNE 21, 2018****SUBJECT: MONTHLY UPDATE ON TRANSIT POLICING  
PERFORMANCE****ACTION: RECEIVE AND FILE****RECOMMENDATION**

RECEIVE AND FILE Monthly Update on Transit Policing Performance.

**ISSUE**

This report reflects April 2018 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LAPD). The information in this report summarizes system-wide Part 1 and Part 2 crime data, average emergency response times, assaults on bus operators, and Metro's fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are System Wide Part 1 and Part 2 Crimes, Average Emergency Response Times, Percentage of Time Spent on the System, Ratio of Staffing Levels vs Vacant Assignments, Ratio of Proactive vs Dispatched Activity, and Number of Grade Crossing Operations.

**DISCUSSION****Crime stats are as follows:****April**

Part 1 crime activity decreased by 7.6% system-wide compared to the same period last year. The total Part 1 crimes equated to 3.4 crimes per 1 million boardings.

Part 2 crime activity increased by 14.8% system-wide compared to the same period last year.

**April Summary by Mode**

Part 1 crime on the rail system decreased by 9.2% compared to the same period last year. Part 1 crime on the bus system decreased by 3.1% (there was 1 less crime committed than the same period last year). The decrease in part 1 crime can be attributed to the strategic deployment of law enforcement resources to specific crime

problems and crime trends. The increase in part 2 crimes is the result of the Red Line Ancillary Operation. The operation focused on keeping Metro patrons, employees, and law enforcement officers safe by securing ancillary areas along the Red Line.

**Bus Operator Assaults:**

There were six (6) bus operator assaults reported in April, resulting in 14.3% decrease from last year.

**Average Emergency Response Times:**

Emergency response times averaged 4.53 minutes for the month of April.

**Physical Security Improvements:**

The Systems Security and Law Enforcement Department continues its relentless effort to provide a secure atmosphere for our patrons and employees. During the month of April, Metro facility physical security assessment team focused on finalizing the arrangements needed for the future physical security assessments of Union Station and all the parking lots that Metro acquired from Cal Trans. The physical security assessment of Union Station is projected to take place during the summer of 2018.

The department served a key role in the planning and execution of the Red Line Ancillary area surges. Metro has had a significant problem with unauthorized personnel entering the underground ancillary areas; located at the end of the train platforms on the mezzanine level. The access doors lead to emergency exits, to the traction power room, communications room, HVAC, etc. The doors cannot be locked due to fire regulations and as a result unauthorized personnel leave property, food, drug syringes, and human waste throughout the areas. Metro started patrols comprised of Transit Security, LAPD and contract security to enter the affected areas once per shift, 7 days a week, to remove unauthorized personnel. The outcome of the increase in law enforcement and security presence from April 6th to May 2nd, twenty-two (22) personnel have been arrested for trespassing and twenty (20) personnel escorted from the stations (total of 42 unauthorized personnel).

**Significant Activities:**

***Los Angeles Police Department***

**4/20/18-** Subject was arrested for sexual battery at Red Line Hollywood/Western Station.

**4/24/18-** Subject was arrested for battery at Red Line Union Station.

**4/26/18-** Officers responded to runaway subjects at Union Station. Upon an intensive search, the two subjects were found.

***Los Angeles County Sheriff's Department***

**4/6/18-** Subject was arrested for possession of narcotics at Blue Line Florence Station.

**4/13/18-** Subject had outstanding warrants and was arrested at Green Line Crenshaw Station.

**4/19/18-** Subject was arrested for breaking into vehicles at Green Line Norwalk Station.

**Long Beach Police Department**

**4/9/18-** Subject was arrested for domestic violence at Blue Line Downtown Long Beach Station.

**4/13/18 to 4/15/18-** Additional officers and a sergeant were deployed during the Grand Prix weekend event. Officers participated in a VIPR operation with the Department of Homeland Security throughout Long Beach stations.

**4/16/18-** Subject was arrested for grand theft auto at Blue Line Willow Station.

**Community and Problem Oriented Policing Activities:**

Transit Law Enforcement officers attended an On the Move Senior Riders Program at the City View Senior Living Center. Law enforcement officers interacted with the older adult community members and discussed public transportation safety tips.

**Metro's Ongoing Homelessness Outreach Efforts:**

In spring 2016, Metro created the Metro Homeless Task Force to address the displaced persons that have turned to Metro system and property for alternative shelter. Out of the Task Force, Metro created the Metro Transit Homeless Action Plan which was presented to the Metro Board of Directors in February 2017. The Action Plan's goals are to enhance the customer experience, maintain a safe and secure system, and provide coordinated outreach. Components of the plan include Metro's coordination with County and City Measure H and Measure HHH. The plan also called for the hiring of two C3 teams (County, City, Community) through the County Department of Health Services as indicated by Metro's Board of Directors. The C3 teams are to provide coordinated and responsive outreach to the homeless and to ultimately get them in housing resources.

**Metro's C3 Homeless Outreach Teams:**

Metro's C3 Homeless Outreach teams' twelve-month pilot program began on May 22, 2017 with initial homeless outreach on the Red Line. Since the launch of Metro's C3 Homeless Outreach teams they have provided substantial homeless outreach-with 2,635 total unduplicated homeless contacts, 578 of whom have been placed into permanent housing solutions. Metro will expand C3 outreach in the FY19 budget to cover train and bus service.

**C3 Homeless Outreach May 22, 2017 through May 8, 2018:**

Performance Measure	Monthly Number Served	Fiscal YTD Number Served
Contacts with unduplicated individuals	93	2,635
Unduplicated individuals engaged	68	1,730

Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	25	913
Unduplicated individuals engaged who are successfully linked to an interim housing resource	17	286
Unduplicated individuals engaged who are linked to a permanent housing resource	7	261
Unduplicated individuals engaged who are permanently housed	3	27

**C3 Coordination with Law Enforcement**

With Metro System Security and Law Enforcement personnel as the lead, Metro’s C3 teams coordinate with LAPD’s Homeless Outreach and Protective Engagement (HOPE) Teams, LASD’s Mental Evaluation Teams (MET), Long Beach PD, and Metro’s Transit Security Officers, in an effort to engage the homeless and provide placement into services. These law enforcement entities provide gap service to the Red Line when the C3 Teams are off duty and provide outreach support for the rest of the system that is not part of pilot program. Being that LAPD’s patrol includes the Red Line; connections are made between C3 teams and LAPD during the course of the C3 pilot program. Of those C3 contacts connected with interim housing during the month of January, five of the connections to interim housing were due to the ongoing partnership between LAPD and the C3 teams. LASD’s MET teams consist of Deputies paired with clinicians and the Department of Health LAPD’s HOPE teams consist of Officers who partner with LAHSA, the LA City Attorney’s Office and the LA City Department of Sanitation for homeless outreach response.

Los Angeles Police Department HOPE Team Contacts

LAPD Transit Bureau homeless outreach totals the HOPE team contacts plus the patrol / Transit Services Division (TSD). Therefore, LAPD’s April 2018 homeless outreach is the following.

<b>ACTION</b>	<b>HOPE</b>	<b>TSD</b>	<b>TOTAL</b>
Contacts	115	111	226
Referrals	45	3	48
5150 Hold	2	6	8
Mental Illness	17	7	24
Substance Abuse	15	0	15
Veterans	5	0	5
Shelter	7	1	8

Motel With Housing Plan	0	0	0
VA Housing	1	0	1
Return To Family	0	0	0
Transitional Long-Term Housing	0	0	0
Detox	1	0	1
Rehab	0	0	0

Sheriff Mental Evaluation Team (MET) Contacts

In addition to the below data, LASD MET teams attended a “Stepping-In” conference, hosted by College Hospitals and the Los Angeles County Department of Mental Health.

<b>ACTION</b>	<b>TOTAL</b>
Contacts	522
Referrals	127
5150 Hold	9
Mental Illness	162
Substance Abuse	104
Veterans	7
Shelter	20
Motel With Housing Plan	0
VA Housing	1
Return To Family	4
Transitional Long-Term Housing	1
Detox	1
Rehab	0

Long Beach Police Department Contacts

<b>ACTION</b>	<b>TOTAL</b>
Contacts	57
Referrals	1

5150 Hold	0
Mental Illness	25
Substance Abuse	14
Veterans	1
Shelter	2
Motel With Housing Plan	0
VA Housing	1
Return To Family	0
Transitional Long-Term Housing	0
Detox	0
Rehab	0

**Metro’s Encampment Protocol:**

LAPD HOPE and Sheriff’s MET teams continue to provide enforcement and outreach on city properties abutting Metro, while Metro is in the process of creating their own encampment protocol. Information of encampment locations has also been shared with LAHSA to engage in preliminary outreach. Metro has met with the LA City Prosecutor’s office to identify protocol requirements under the City Sanitation Department’s 56.11 to see where and how to replicate a similar process at Metro.

**Additional Resources and Partnership:**

Metro’s Homeless Action Plan integrates itself into the work provided under Measures H and HHH. Part of the E6 Strategies of Measure H includes 40 additional outreach workers to conduct outreach on Metro properties. It has been communicated by the County that the outreach workers will not go past the fare gates; however, Metro has begun a pilot program where outreach workers will go past the fare gates. These outreach workers, will coordinate with C3 outreach workers to best engage the homeless and place them into services.

Metro is in the process of launching a pilot program in partnership with the LA County Department of Mental Health to have proactive mental health outreach on the system. Currently, mental health outreach is typically paired with 5150 or 5250 holds. This pilot would provide mental health outreach before the hold process. Metro continues to work to further integrate working with the faith based community to partner in providing resources to Metro


**ATTACHMENTS**

- Attachment A - System-Wide Law Enforcement Overview April 2018
- Attachment B - Detail by Rail Line April 2018
- Attachment C - Key Performance Indicators April 2018

Attachment D - Transit Police Summary

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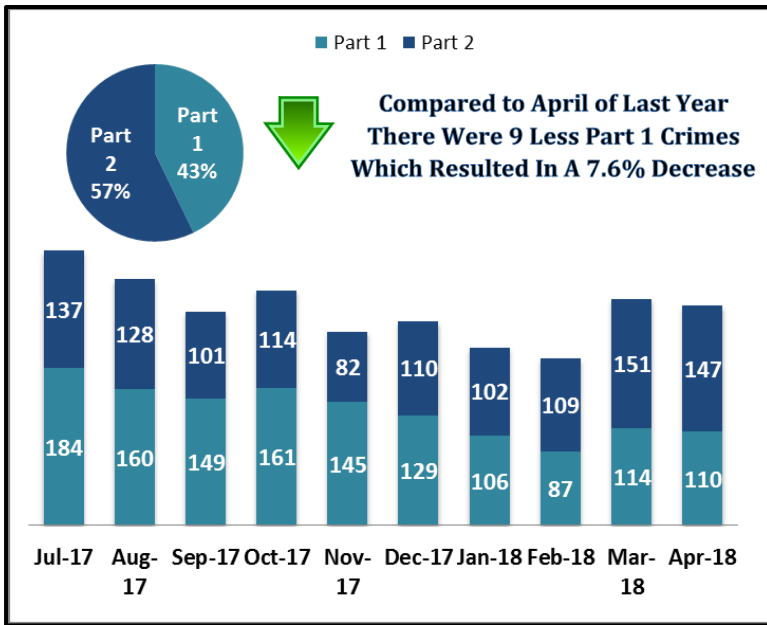
Phillip A. Washington  
Chief Executive Officer

# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

APRIL 2018

Attachment A

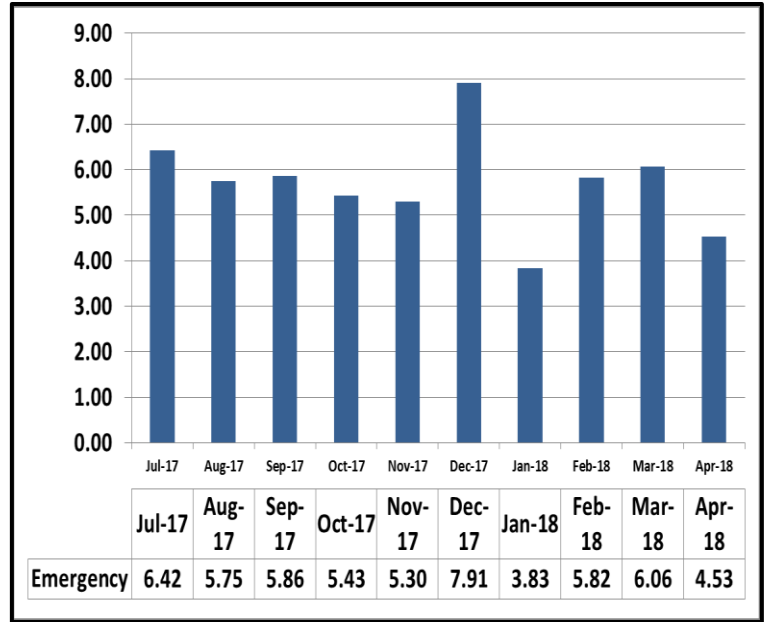
## Part 1 & Part 2 Crimes



For the month of April 2018, Part 1 crime activity is down by 7.6% system-wide compared to the same period last year. In a monthly contrast, there were 4 less Part 1 crimes in April than in March, resulting in a 3.5% decrease.

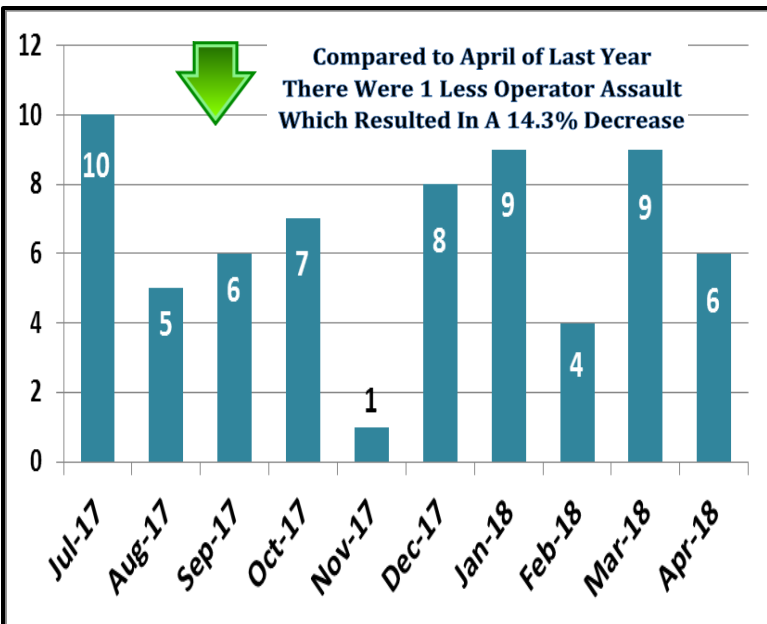
Part 2 crime activity increased by 14.8% system-wide compared to the same period last year. In a monthly contrast, there were 4 less Part 2 crimes in April than in March.

## Average Emergency Response Times



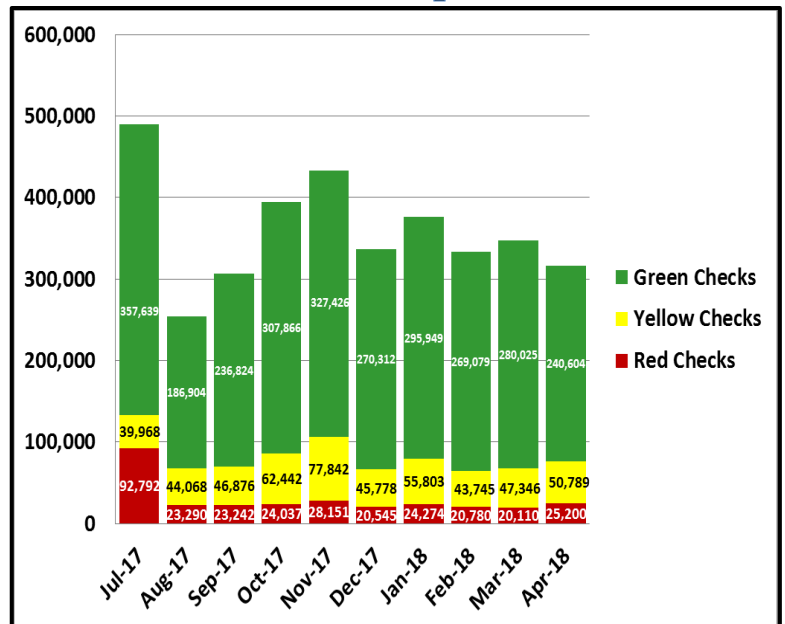
Average emergency response times were 4.53 mins.

## Bus Operator Assaults



There were a total of 6 Bus Operator Assaults. Comparing the Bus Operator Assaults from the same period last year, there were 7 Operator Assaults last year resulting in a 14.3% decrease.

## Fare Compliance



**Green Checks**- Occurs when a patron has valid fare

**Yellow Checks**- Occurs when a patron has valid fare, but did not tap at transfer station

**Red Checks**- Occurs when a patron has invalid fare



Attachment B

**Detail by Rail Line April 2018**

**Document Available Online at:**

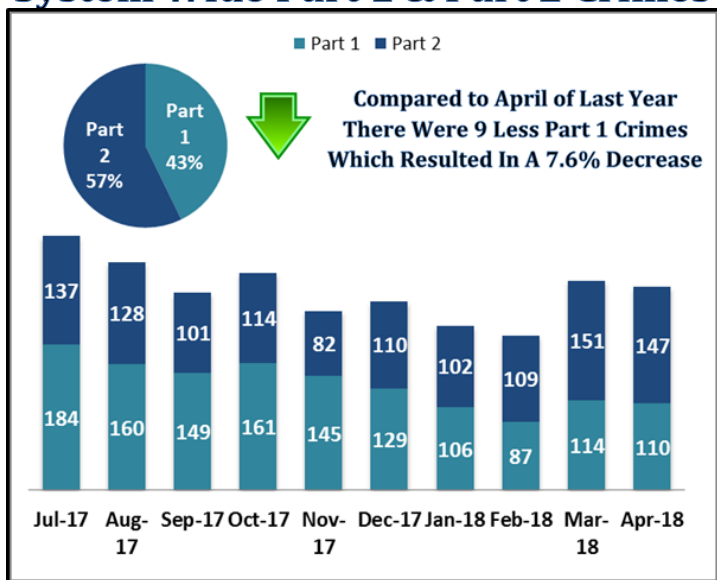
[http://libraryarchives.metro.net/DB\\_Attachments/Attachment%20B%20%E2%80%93%20Supporting%20Data.pdf](http://libraryarchives.metro.net/DB_Attachments/Attachment%20B%20%E2%80%93%20Supporting%20Data.pdf)

# Key Performance Indicators

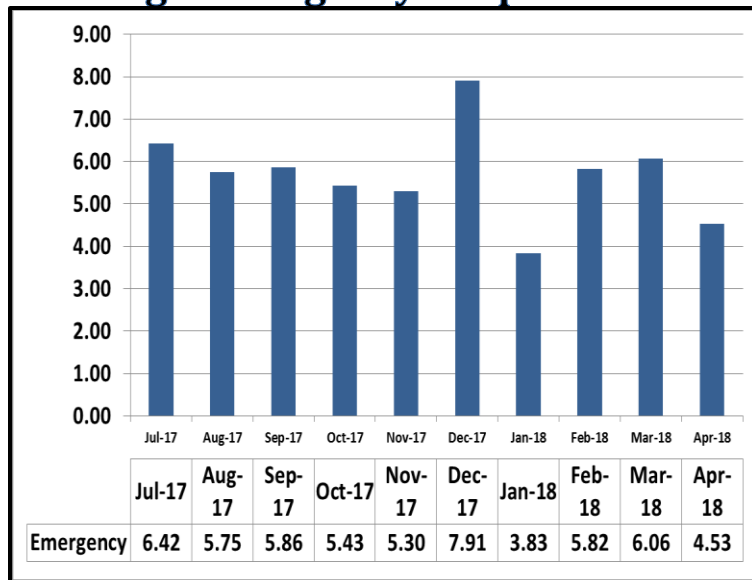
APRIL 2018

Attachment C

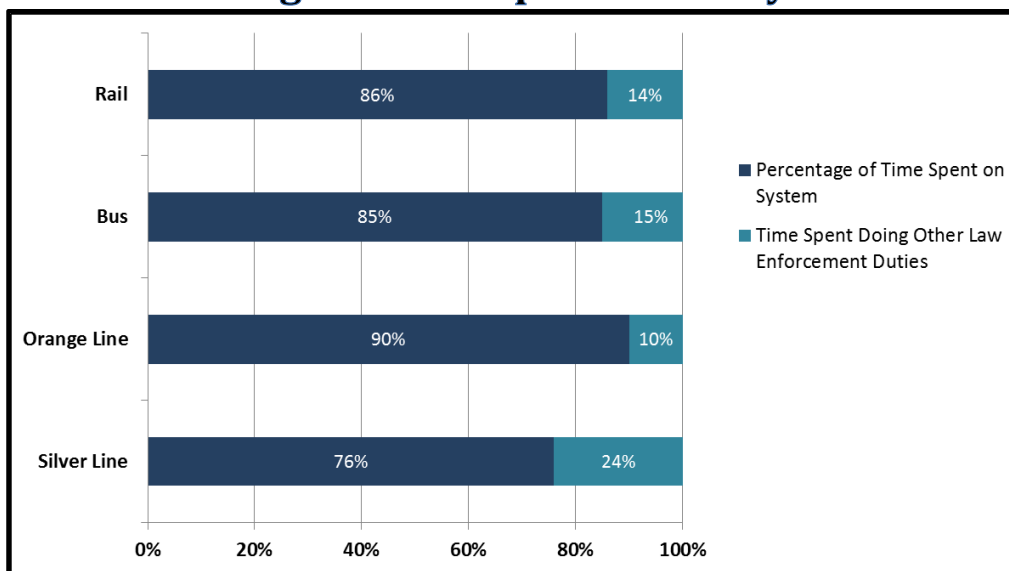
## System Wide Part 1 & Part 2 Crimes



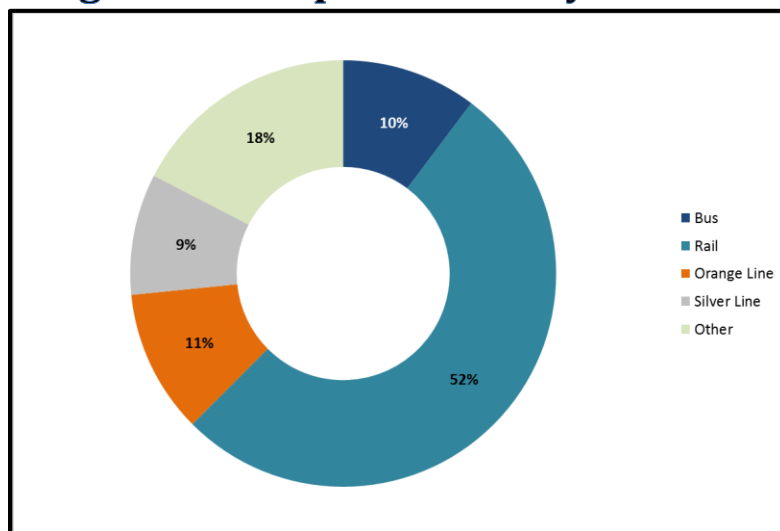
## Average Emergency Response Times



## Percentage of Time Spent on the System



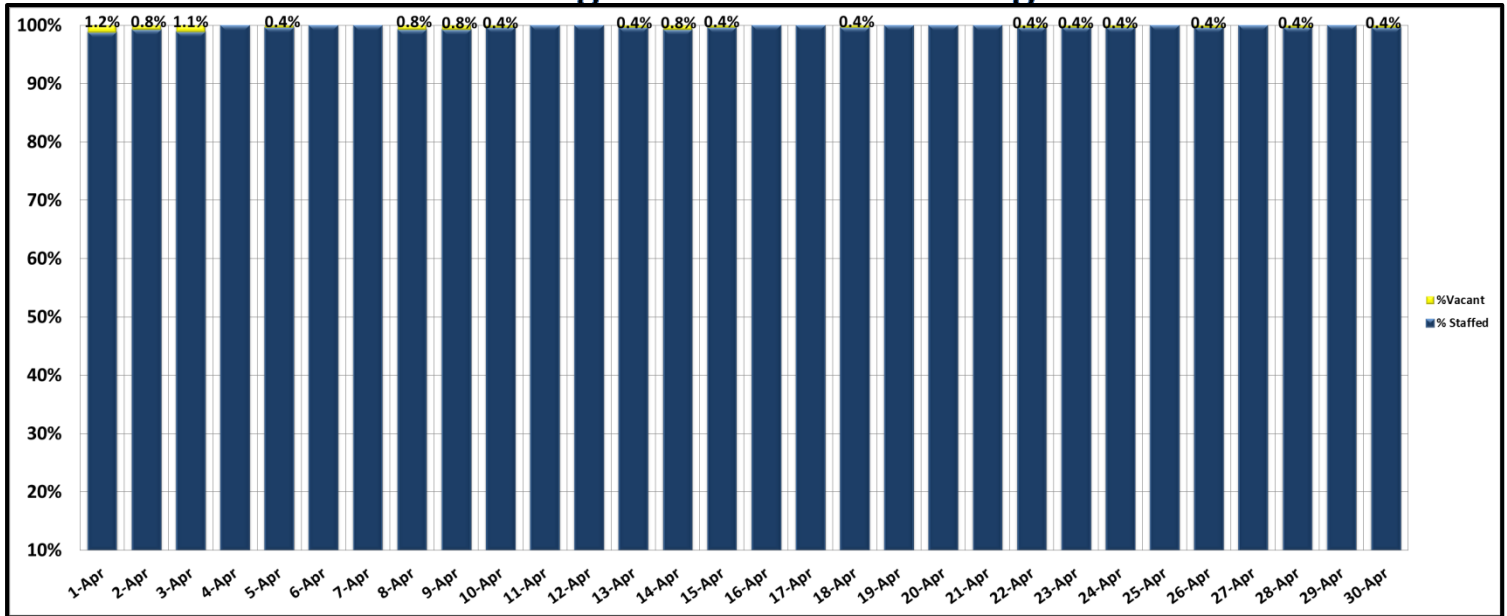
## Percentage of Time Spent on the System as a Whole



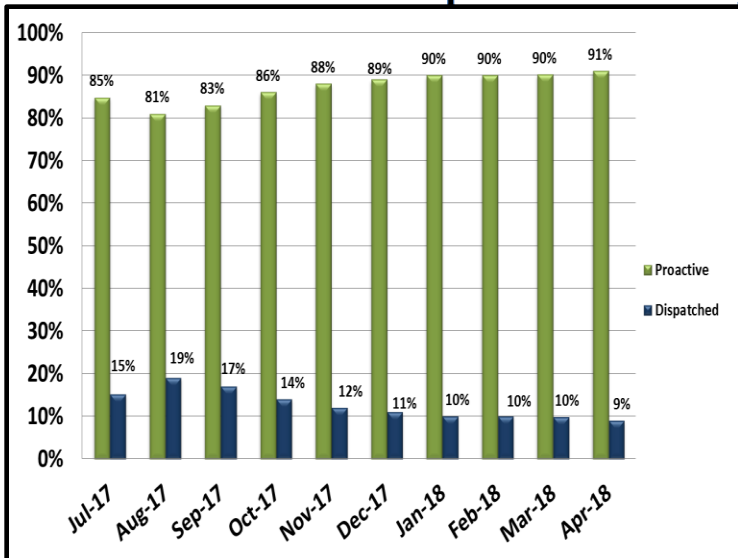
# Key Performance Indicators

APRIL 2018

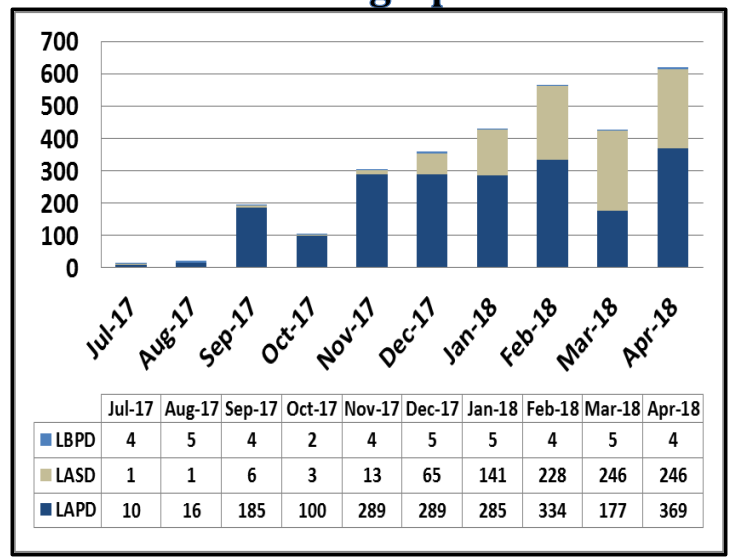
## Ratio of Staffing Levels vs Vacant Assignments



## Ratio of Proactive vs Dispatched Activity



## Grade Crossing Operations



### Grade Crossing Operation Locations March:

1. Blue Line Stations (251)
2. Expo Line Stations (123)
3. Gold Line Stations (224)

# Transit Police

## Monthly Crime Report



Attachment D

Part 1 Crimes	2017	2018
	APRIL	APRIL
Homicide	0	0
Rape	0	0
Robbery	30	23
Aggravated Assault	22	10
Aggravated Assault on Operator	2	0
Burglary	3	0
Larceny	59	68
Bike Theft	-	8
Motor Vehicle Theft	7	2
Arson	0	0
<b>Total</b>	<b>123</b>	<b>111</b>
<b>Part 1 Crime by Location</b>		
Bus	32	31
Rail	87	79
Metro Division	0	0
Union Station	4	1
<b>Total</b>	<b>123</b>	<b>111</b>
<b>Part 2 Crime by Location</b>		
Bus	53	53
Rail	75	94
Metro Division	0	0
Union Station	2	2
<b>Total</b>	<b>130</b>	<b>149</b>
<b>Enforcement Efforts</b>		
Arrests	308	343
Citations	2,450	1,196
Fare Checks	126,106	316,593
Calls for Service	3,083	1,460